IFB – MNSURE PLANS
SEPTEMBER 19, 2019

Jerry Melgar
Director, Field Sales – Consumer Markets
Medica Health Plans | Company Snapshot

**WHO ARE WE**

- **44 years**
  Serving our communities since 1975
- **2,000** employees and contractors
- **Not-for-profit**
  Community focus and investing to make a difference
- **$4.5 billion**
  Expected 2019 revenue

**Medica Foundation**
Funds community-based initiatives and programs that support the needs of our customers and the greater community

**WHAT WE DO**

- **9 STATES**
  Located in the heart of the United States
- **Nearly 1 million members**
- **190,000**
  Individual and Families
- **30,000**
  Medicaid
- **125,000**
  Medicare
- **610,000**
  Commercial

**12**
Accountable Care Organization Partnerships

**1.8 million**
Calls handled annually in Medica’s Customer Call Center
Key Updates

- Insulin Cost Relief Program
  - $25 max insulin cost share for all MN plans
- Overall premium decrease
- New Bronze Share Plus plan with a $1600 deductible and 50% coinsurance
- New ACO: Ridgeview Distinct by Medica
- Sanford back in network for Medica Applause
- Transitioning wellness portal from Novu to Active Health
# Key Features of Plan Types

<table>
<thead>
<tr>
<th>$$$</th>
<th>$$</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>COPAY PLANS</td>
<td>SHARE PLANS</td>
<td>HSA-COMPATIBLE PLANS</td>
</tr>
<tr>
<td>▪ Pay a copay for office visits and prescription drugs</td>
<td>▪ Pay a copay for prescription drugs</td>
<td>▪ Pay your share of care costs until out-of-pocket maximum is satisfied</td>
</tr>
<tr>
<td>▪ For other services, pay your share of care costs until you satisfy your out-of-pocket maximum</td>
<td>▪ For other services, pay your share of care costs until you satisfy your out-of-pocket maximum</td>
<td>▪ Plans can be paired with an HSA — a special savings account for medical costs.</td>
</tr>
</tbody>
</table>

*Available to individuals and families under age 30 or those with a hardship exemption.
Medica Applause℠
Applause Network
Available in all Minnesota counties.

Featured Care Systems

- Affiliated Community Medical Centers
- Allina Health
- Altru Health System
- Avera Health
- Entire Family Clinics
- Essentia Health
- CentraCare Health
- Children’s Minnesota
- Gundersen Health System
- Hennepin Healthcare Medical Center
- Integrity Health Network
- Lake Region Healthcare
- Lakewood Health System
- Mankato Clinic
- Mayo Clinic Health System*
- North Memorial Health Care
- Olmsted Medical Center
- PrairieCare Medical Group
- Ridgeview Medical Center
- Sanford Health System
- Scenic Rivers Health Services
- St. Luke’s Care System
- Tri-County Health Care

*Does not include Mayo Clinic Rochester
MEDICA APPLAUSE™

Applause Network
Available in all Minnesota counties.

Plan Designs
- Gold Copay
- Silver Copay
- Silver HSA
- Bronze Copay
- Bronze Share Plus New!
- Bronze HSA
- Catastrophic
ENGAGE BY MEDICA®

Engage Network
Available in Blue Earth, Brown, Dodge, Faribault, Fillmore, Freeborn, Goodhue, Houston, Le Sueur, Martin, Nicollet, Olmsted, Redwood, Rice, Steele, Wabasha, Waseca, Watonwan and Winona counties.

Featured Care Systems
- Mayo Clinic Health System
AND
- Owatonna Hospital
- Northfield Hospital
- St. Elizabeth Medical Center
- United Memorial Hospital
- Winona Health Services
- Winneshiek Medical Center
Individual & Family Business | 2020 Minnesota Plans

Engage Network
Available in Blue Earth, Brown, Dodge, Faribault, Fillmore, Freeborn, Goodhue, Houston, Le Sueur, Martin, Nicollet, Olmsted, Redwood, Rice, Steele, Wabasha, Waseca, Watonwan and Winona counties.

Plan Designs
- Gold Copay
- Silver Copay
- Silver HSA
- Bronze Copay
- Bronze HSA
- Bronze Share Plus New!
- Catastrophic
NORTH MEMORIAL ACCLAIM
BY MEDICA℠

North Memorial Network
Available in Anoka, Hennepin, Ramsey, Sherburne and Wright counties.

Featured Care Systems
North Memorial Health Care
AND
Northwest Family Physicians
Stellis Health
Individual & Family Business | 2020 Minnesota Plans

North Memorial Network
Available in Anoka, Hennepin, Ramsey, Sherburne and Wright counties.

Plan Designs
- Gold Copay
- Silver Copay
- Silver HSA
- Bronze Copay
- Bronze Copay (First three) New!
- Bronze Share Plus New!
- Bronze HSA
- Bronze HSA
- Catastrophic
ALTRU PRIME BY MEDICA℠

Altru Network
Available in Kittson, Marshall, Pennington, Polk, Red Lake and Roseau Counties.

Featured Care Systems
- Altru Health System

AND
- Kittson Memorial Healthcare
- Lifecare Medical Center
- Riverview Health
- North Valley Health Center
ALTRU PRIME BY MEDICA℠

Altru Network
Available in Kittson, Marshall, Pennington, Polk, Red Lake and Roseau Counties.

Plan Designs
- Gold Copay
- Silver Copay
- Silver HSA
- Bronze Copay
- Bronze Share Plus New!
- Bronze HSA
- Catastrophic
NEW!

RIDGEVIEW DISTINCT BY MEDICA℠

Ridgeview Medical Center Network
Available in Carver, Hennepin, Le Sueur, McLeod, Scott, Sibley and Wright counties.

Featured Care Systems
Ridgeview Health Care System
AND
Abbott Northwestern
Children’s Minnesota
Hennepin County Medical Center
Ridgeview Bell Plaine
Ridgeview Delano
Ridgeview Le Sueur Medical Center
Ridgeview Sibley Medical Center
Plan Designs

- Gold Copay
- Silver Copay
- Silver HSA
- Bronze Copay (First three) **New!**
- Bronze HSA
- Bronze Share Plus **New!**
- Catastrophic
Extra Value Benefits
- Medica’s Preferred HSA vendor
- Partnership began in 2019
- 24/7 online portal with real-time access
- Experienced HSA specialists available to take member calls
- MEDSURETY benefit debit card for easy payment
- Easy to manage electronic deposit schedule: recurring, periodic or one time
- Online self-help tools including calculators, videos and frequently asked questions
- Access MEDSURETY through Medica.com
Members can access their network benefits nationwide through our Travel Program, which includes:

- 4,500+ hospitals
- 80,000+ care facilities
- 700,000+ providers

Members must travel *outside their plan’s service area* to access the Travel Program.

Go to [www.medica.com/find-a-doctor](http://www.medica.com/find-a-doctor) to find in-network travel providers.
Personal Advocacy Support

Personal Health Advocate helps in a variety of ways from finding the right doctor to resolving claims questions to answering questions about coverage, find network providers, schedule appointments, and more.

24/7 NurseLine

Highly-trained nurses answer questions about symptoms, medications, health conditions and offer self-care tips for non-urgent medical issues.
Complex Specialty Care Program

Medica Members receive care for transplants, certain rare cancers and other complex specialty care at Mayo Clinic. For transplants, an allowance for transportation, lodging and living expenses also included. Before members use the program, they need a referral from their network doctor and approval from Medica.

Healthy Living with Medica

Healthy Living with Medica offers access to online programs to motivate and support members in making healthy changes. Members are able to get fit, eat healthier, manage stress, and find direction in their life. Guided programs feature tools like workout videos and healthy recipes. Participate on a desktop or through the ActiveHealth app. Plus, when participating via the app, members earn hearts that can be entered into reward drawings. The service is provided at no additional cost.
Healthy Pregnancy and Support

Ovia Health offers women personalized guidance, support, and coaching for their entire parenthood journey. Get on-demand support and clinically backed guidance to help members achieve their health goals -- whether that's tracking your period, getting pregnant, or navigating pregnancy, postpartum, and parental wellness.

Online Care Available 24/7

Quick, convenient treatment online for everyday medical conditions through virtuwell.com. Often in 30 minutes or less, members can get a diagnosis, treatment plan and prescription if needed. Plus, if they can’t treat a member, there’s no charge.
Sales Support
Broker Communication + Education

Email

- Broker Update
  - Second Wednesday of month
  - Twice monthly during AEP and OEP
- Broker Alert: ad-hoc timely information
- Ensure you always receive information from us by adding @email-medica.com to your Safe Sender list
- Broker communication is archived in the marketing hub

Webinars

- Monthly webinars – valuable content under an hour
- Broker Forum webinars
2020 Enrollment Kits & Sales Brochures available via Hub Sept. 30th
Commitment to Service + Support

Broker Services Team
1-866-752-0945
952-992-2280
BrokerServices@medica.com
Thank You
Mission
To be the trusted health plan of choice for customers, members, partners and our employees.

Vision
To be trusted in the community for our unwavering commitment to high-quality, affordable health care.